



Job description

Haere mai

This job description is your go-to place for all the ins and outs of this role at Internal Affairs

Kōtui Applications Specialist

National Library of New Zealand, Information and Knowledge Services

The purpose of the National Library is to enrich the cultural and economic life of New Zealand and its interchanges with other nations by collecting, preserving and protecting documents, particularly those relating to New Zealand, and making them accessible for all the people of New Zealand, in a manner consistent with their status as documentary heritage and taonga; supplementing and furthering the work of other libraries in New Zealand; and working collaboratively with other institutions having similar purposes, including those forming part of the international library community.

The Kōtui and Aotearoa People's Network Kaharoa (APNK) team is responsible for the operation of the Kōtui consortia which provides the shared library management and discovery system used by most local authority libraries around New Zealand; and APNK which provides computers and WiFi for public use in over 140 public library locations around New Zealand.

The purpose of this role is to provide support to both Kōtui and APNK libraries by ensuring effective support of library processes at Kōtui libraries and by Service Desk support for both Kōtui and APNK libraries

- **Reporting to:** Business Development and Operations Manager, Kōtui and Aotearoa People's Network Kaharoa
- **Location:** Christchurch
- **Salary range:** IT, Band G

What we do matters – our purpose

Our purpose is to serve and connect people, communities and government to build a safe, prosperous and respected nation.

In other words, it's all about helping to make New Zealand better for New Zealanders.

How we do things around here – our principles



We make it easy, we make it work

- Customer centred
- Make things even better

We're stronger together

- Work as a team
- Value each other

We take pride in what we do

- Make a positive difference
- Strive for excellence



Te Tari Taiwhenua
Internal Affairs

Working effectively with Māori

Te Aka Taiwhenua – our Māori Strategic Framework – enables us to work effectively with Māori. Te Aka Taiwhenua is underpinned by our mātāpono – Kotahitanga, Manaakitanga, Whānaungatanga, He Tāngata.

As DIA is an agent of the Crown, Te Tiriti o Waitangi/The Treaty of Waitangi is important to everything we say or do. We recognise it as an enduring document central to New Zealand's past, present and future. Building and maintaining meaningful relationships is important to work effectively with Māori, stakeholders and other agencies. We accept our privileged role and responsibility of holding and protecting the Treaty of Waitangi / Te Tiriti o Waitangi.

What you will do to contribute	As a result we will see
<p>Library System Administration</p> <ul style="list-style-type: none"> • Assist the Kōtui Senior Application Support Specialist (SASS) to ensure the Library Management System (LMS) supports library processes and policies • Identify, analyse and problem solve system issues to ensure best value from LMS/Discovery • Perform daily administration tasks • Administer and contribute to the Kōtui Support Knowledge base • Maintain current knowledge in Library Management Systems, Discovery layers and digital resources • Participate in projects that require changes to the Kōtui Management Systems, Discovery layers and other Kōtui Services • Participate in Implementations of Kōtui Library Service for new member libraries 	<ul style="list-style-type: none"> • Kōtui libraries acknowledge the expertise of the team. • Kōtui Libraries feel supported with up-to-date product information and training resources. • The Kōtui knowledge base and FAQs are up to date. • You will inform the Business Development and Operations Manager of developments which could be considered for Kōtui Libraries • Successful planning, testing and roll-out of new products and services
<p>Infrastructure System Administration</p> <ul style="list-style-type: none"> • Assist the Senior Engineer to ensure infrastructure supports Kōtui and APNK services • Identify, analyse and problem solve system issues to ensure best value from the APNK and Kōtui servers in conjunction with the Senior Engineer • Monitor and respond to hosted and network environment performance issues and alerts • Maintain knowledge of tools available in library systems to maximize integration with public and web systems 	<ul style="list-style-type: none"> • Limited outages of servers and network. • Senior Engineer is informed of system and software requirements. • Thorough testing of upgrades and new product releases prior to the go live date.

What you will do to contribute	As a result we will see
<p>System and User Support</p> <ul style="list-style-type: none"> • Participate in staffing the roster for the Kōtui and APNK Service Desk, as shared responsibility with the other Kōtui Application Specialist and the Technical Support Analysts (TSAs) • Provide rostered after-hours support to library service locations as per the Department's "On-Call and Call-Back Allowance Policy". • Provide user support on Kōtui systems to staff in libraries eg Symphony, SirsyDynix Enterprise and EBSCO Discovery Service (EDS) • Use the appropriate software to record and track and close service desk tickets 	<ul style="list-style-type: none"> • Libraries receive friendly and efficient responses to their service desk enquiries • Service desk tickets are actioned within Service Level Agreement timeframes. • Service desk tickets are updated to reflect the current status of the job. • Service desk tickets are escalated as appropriate • Libraries informed of possible service disruptions and impacts in a timely manner. • Changes are actioned and problems are resolved in a timely manner
<p>Vendor Liaison</p> <ul style="list-style-type: none"> • Co-ordinate support calls escalated to third party vendors, eg SirsiDynix, EBSCO, 2Degree • Co-ordinate technical aspects of the implementation of as new libraries joining Kōtui • Co-ordinate troubleshooting of issues with Kōtui and the APNK services 	<ul style="list-style-type: none"> • Communications are timely and appropriate. • You will be up-to-date with vendor products and timelines • Productive relationships with vendors are maintained.
<p>Administration and Support</p> <ul style="list-style-type: none"> • Follow the National Library/DIA guidelines for records management. • Create, edit, document and apply the Kōtui and APNK policies and procedures as appropriate for this role. • Participate in projects and activities as directed by the Business Development and Operations Manager. 	<ul style="list-style-type: none"> • Consistent file naming applied and files saved in appropriate directories. • Policy and procedure documents are current and relevant. • New processes and procedures are documented. • Information about the services can be easily found by internal and external parties.
<p>Health and safety (for self)</p> <ul style="list-style-type: none"> • Work safely and take responsibility for keeping self and colleagues free from harm. • Report all incidents and hazards promptly. • Know what to do in the event of an emergency. • Cooperate in implementing return to work plans. 	<ul style="list-style-type: none"> • A safe and healthy workplace for all people using our sites as a place of work. • Health and safety guidelines are followed.

Who you will work with to get the job done		Advise	Collaborate with	Influence	Inform	Manage/lead	Deliver to
Internal	Business Development and Operations Manager	✓	✓	✓	✓		✓
	Kōtui and APNK team members	✓	✓	✓	✓		✓
	Other NLNZ staff involved with public libraries and schools	✓	✓	✓	✓		
	Other DIA staff involved with National Library work	✓	✓	✓	✓		
External	Public library managers and staff	✓	✓	✓	✓		✓
	Vendors and other third parties engaged in Library Management Systems and Discovery Services		✓		✓		

Your delegations	
Human Resources and financial delegations	Level Z
Direct reports	0

Your success profile for this role	What you will bring specifically
<p>At DIA/National Library we have a Capability Framework to help guide our people towards the behaviours and skills needed to be successful. The core success profile for this role is Specialist</p> <p>Keys to Success:</p> <ul style="list-style-type: none"> • Problem solving • Critical thinking • Interpersonal savvy • Navigating complexity • Communicating with influence • Technical and specialist learning 	<p>Experience:</p> <ul style="list-style-type: none"> • Relevant experience in supporting a Library systems and tools to benefit the user experience in a library environment. <p>Knowledge:</p> <ul style="list-style-type: none"> • Public library knowledge and experience. • An understanding of the mission, vision and values of Public Libraries in a New Zealand • An awareness of the impact and benefits of technologies to libraries and learning • Previous experience in a library systems support role or a customer support role is required. • Knowledge and experience using a range of library related systems, digital resources and tools. • Knowledge and experience of bibliographic practices. • Familiarity with the Māori language, pronunciation and tikanga <p>Skills:</p> <ul style="list-style-type: none"> • A high standard of verbal and written communications skills • Excellent digital skills

Your success profile for this role	What you will bring specifically
	<ul style="list-style-type: none">• Familiarity with javascript, HTML, CSS, Perl, UNIX or XML would be an advantage• Ability to anticipate and mitigate technical issues in a proactive manner.• Enthusiasm to test and implement new library related products.• Strong at building relationships and enabling networking.• Attention to detail• Strong analytical and problem solving skills <p>Other requirements:</p> <ul style="list-style-type: none">• Library and/or IT qualifications and work experience will be beneficial.• Registered member of LIANZA preferred but not essential.• Demonstrated understanding of bi-cultural and multi-cultural related themes within libraries and education.